DUTY STATEMENT

Employee Name:

Classification: Information Technology Specialist II (Business Technology Management)
Position Number: 581-151-1414-909

Working Title: Senior Lead Business and Quality Control Specialist
Work Location: 1616 Capitol Avenue, Sacramento, CA 95814

Collective Bargaining Unit: R01
Tenure/Time Base: Permanent/Full Time

Center/Office/Division: Information Technology Services Division
Branch/Section/Unit: Application and Technology Support Branch/ Disease Technology Management Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource’s Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health’s (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. ITSD leverages data and technology to advance goals and inform action and accountability.

Under general direction of the Information Technology Manager I (ITM I), Chief, Disease Technology Management Section, the Information Technology Specialist II (ITS II) performs all aspects of business technology management for information technology (IT) projects of varying size and complexity following Project Management Institute (PMI), California Department of Technology (CDT) standards, CDPH standards, and industry best practices. The ITS II, acting as Senior Lead Business and Quality Assurance Specialist, leverages project management practices and tools for various System Development Lifecycle (SDLC) methods (such as waterfall and agile) through the entire
maintenance and operation (M&O) life cycle. Some activities include: Eliciting and documenting functional and non-functional requirements and specifications, developing and sharing tools, processes, techniques and best practices when managing and implementing projects; Managing IT contract acquisitions and resulting contracts; Ensuring vendor management methods are established and followed; Providing vendor oversight to ensure quality service delivery; Training project management teams on various aspects of project management.

The ITS II provides both verbal and written communication to promote clear communication, common understanding and appropriate information sharing. Collects information and develops quality reports for project teams, executives, stakeholders, and state oversight agencies. Has extensive contact with colleagues at all levels within CDPH. In addition, the ITS II may have contact with Control Agencies, other Departments, other States, and the Federal Government. The ITS II must exercise sound judgment, effectively manage high-complexity projects, and produce timely, high-quality IT products in order to align with the Application Technology and Support Branch’s (ATSB) mission to deliver successful technology systems and services that advance the missions of CDPH public health programs.

The ITS II will perform duties in the IT Project Management and Business Technology Management domains.

### Special Requirements

- □ Conflict of Interest (COI)
- □ Background Check and/or Fingerprinting Clearance
- □ Medical Clearance
- □ Travel:
- □ Bilingual: Pass a State written and/or verbal proficiency exam in
- □ License/Certification:
- ✔ Other: This position may be required to work off hours to monitor, receive, and respond to time sensitive operational and project related tasks and communication outside normal business hours.

### Essential Functions (including percentage of time)

30% Partners with program teams to define and prioritize program value streams and elicit and trace product requirements. Provides Program valued service through formal business analysis of IT projects and systems of any size or complexity (small, low complexity through large, high complexity projects) following PMI, CDT and CDPH standards and industry best practices. Collaborates with program partners to formally elicit, document, and manage functional (business) and non-functional (technical) requirements, and business change impact analysis for the most complex and visible systems within the system portfolio. Develops and maintains practices and toolsets for managing product backlog, requirements traceability matrix (RTM), system configuration plans, and system design solution documentation. Conducts RTM to ensure outcomes meet original targets for all system, business, service level, and contract requirements within its scope. Provides excellent customer service to CDPH programs and stakeholders to effectively and efficiently deliver expected results.
25% Maintains quality assurance of the system portfolio; Leads system quality inspections by conducting cross-system impact analysis and traceability, ensures development is conducted in coordination of program teams and interface systems. Maintains practices for the system and ITSD organization in addressing independent reviews, disaster recovery management, and system quality assurance. Develops test scripts, utilizing regression test sets, planning and facilitating system, regression, performance, load, and user acceptance testing. Participates in cross-system change initiative impact analysis and coordinates with appropriate teams to mitigate impact; collaborates in identifying solutions to meet business and technical organization objectives.

15% Provides high-level technical expertise, leadership, communication, and mentoring support to project team members, technical staff, vendor consultants, program customers, and others in the design and maintenance of business architecture, information architecture, security architecture, system architecture, networking architecture, and technology architecture. Partners with ITSD teams and program groups to identify system issues, evaluate viable alternatives, and coordinates effective resolution to support the research and analysis of new technologies and functionality. Maintains awareness of new processes and technologies and advises management of their potential application.

15% Supports all formal solicitation efforts (e.g., Request for Proposal, Challenge Based Procurement, Request for Offer) to procure IT products and services. Develops and manages contract scope of work requirements and evaluates vendor proposals. Ensures vendor management methods are established and managed. Ensures product development efforts delivered by contract are documented and managed in accordance with ITSD requirements traceability, system design, system configuration and testing standards set by ITSD. Provides quality control review of contract related work and payment control documents such as work order authorizations, change requests, and invoices.

10% Provides both verbal and written communication to stakeholders to promote clear communication, common understanding and appropriate information sharing. Routinely and effectively collects, documents and communicates project status with project teams at every level in the organization to enhance project communication, performance, and productivity while providing essential metrics and tools to monitor the overall health of the project. Communicates frequently and efficiently with project teams, executive management and control agencies regarding project status. Increases project success and decreases project risk by establishing effective communication methods and techniques prior to the start of every project.

**Marginal Functions (including percentage of time)**

5% Performs other job-related duties as assigned.

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I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)
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**HRD Use Only:**
Approved By: CW
Date 6/27/22